FMS APPLICATIONS OPERATIONS-MONTHLY REPORT
Deliverable 35.1.5i

Executive Summary

Period Ending 06/30/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
2.0	Response Time - High		90%	100%	3
2.1	Response Time - Medium		90%	100%	24
2.2	Response Time - Low		90%	100%	10
	Resolution Times				
2.3	Resolution Time - High (Complex)		90%	100%	25
2.4	Resolution Time -Medium (Complex)		90%	100%	9
2.5	Resolution Time - High (Simple)		90%	0%	
2.6	Resolution Time -Medium (Simple)		90%	0%	
	Other Service Metrics				
2.7	Resolution Quality		95%	100%	37
2.8	Work Estimate Accuracy		90%	0%	
2.9	Service Reporting Delivery		7	7	1
	Help Desk Metric				
3.0	Request Volume		100	37	37

Monthly Highlights

1) Remaining LEAP/SLEAP agencies who did not submit online were entered into the system.

2) Migration of Guaranteed Agencies to internet access instead of VPN software is finished except FTP users.

3) Most of the activity of the Tier II Help Desk issues were related to Guaranteed Agencies migration.

4) Reviewed Change Request Log with Change Control Board.

5) Resolved Guaranteed Agencies # 709 Connection issue with Department of Education firewalls.

6) Worked with FMS Team to continue development plans for new file transfer protocol with external web server.

7) Assisted with Tracking Tool improvement plan development.

8) Total weekly FFEL / Financial Partners meetings with FMS Operations held during month is 3.

9) Created Templates for SFA MOD Operations Help Desk Job Aids.

10) Completed Job Aids for FMS Tier II Help Desk responsibilities.

11) Executed FMS Change Request # 16.

(See Appendix A for detailed explanations of the Metrics.)